

## VI. FISCAL YEAR 2011 ACCOMPLISHMENTS

Below is a summary of the accomplishments of the Arizona Judicial Branch with respect to its information technology efforts during the 2011 fiscal year. Considerable progress was made during the year on the statewide strategic projects, despite budget and staffing reductions.

| PROGRAM                              | DESCRIPTION  | FY 2011 ACCOMPLISHMENTS  |
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| <b>AZTEC SUPPORT AND MAINTENANCE</b> | The modification project is enhancing AZTEC, the statewide ACAP software, to provide for enhanced functionality and usability, balanced with end-of-life considerations. | <p>Releases provided:</p> <ul style="list-style-type: none"> <li>AZTEC 1.5 Patch 04, which included functionality to support the Fine Reduction Program Pilot and electronic document management for the courts.</li> </ul> <p>Continued planning for AZTEC 1.6 to support e-filing.</p> <p>Continued maintenance activities.</p>  |
| <b>AZTEC COURT SUPPORT</b>           | Provide reporting and support to AZTEC courts.   | Average of 878 support calls for AZTEC courts received each month with 93% being resolved within 5 days. 112 ad hoc reports were provided upon request to assist courts in their daily activities.   |
| <b>E-CITATION</b>                    | Opening court cases automatically using ticket data from law enforcement.  | <p>Implemented local photo enforcement in Globe and Superior Municipal Courts.</p> <p>Justice EZTRAC e-Citation was implemented in Bowie Justice Court.</p> <p>Testing began for future implementations of handhelds in San Luis Muni (APS) and a DPS AzTraCS pilot in Apache Junction Justice. AzTraCS operates on DPS's Mobile Data Computers (MDCs).</p> <p>Testing began for Pima County Sheriff handhelds in Pima Consolidated Justice Court and Green Valley Justice Court.</p> <p>Testing begun for Brazos Technologies handhelds in Cottonwood and Chino Valley Municipal.</p> |

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| <b>PROCESS AND CODE<br/>STANDARDIZATION</b>         | <p>Support CMS transition by standardizing court processes and case-related codes then mapping the standard set of event, activity, and other codes.</p>   | <p>Continued to establish and maintain standard code sets for AJACS GJ and LJ CMS projects.</p> <p>Standardization workgroups met monthly to add or modify codes for statewide use in both GJ and LJ environments.</p>   |
| <b>PENALTY<br/>ENFORCEMENT<br/>PROGRAM (PEP)</b>    | <p>The Fines, Fees and Restitution Enforcement (FARE) program and the Debt Set-Off program are the current automation portions of PEP.</p>   | <p>FARE has now been implemented in 171 courts statewide, including 25 Maricopa County Justice Courts. To date, 2 million cases have been submitted by the courts, totaling \$1.14 billion in FARE receivables. As of June 2011, backlog collections over the life of the program total \$219.6 million. The highest collection month was February 2011 with \$6 million.</p> <p>Traffic Ticket Enforcement Assistance Program (TTEAP) holds now number 621,900 and releases number over 310,100 (49.8%).</p>  |
| <b>TAX INTERCEPT<br/>PROGRAM (TIP)</b>              | <p>TIP sends courts' and other participants' accounts receivable data electronically to the Department of Revenue and the State Lottery via a centralized clearinghouse at the Supreme Court. Any lottery or tax refund money for those who owe court fines is intercepted and paid to the courts.</p> | <p>As of June 2011, the Debt-Set-Off program has intercepted \$11.2 million, the highest amount in program history. This is a significant increase over the \$6.6 million intercepted through 2010. The Phoenix Municipal and Maricopa County Superior Courts have intercepted over \$1.4 million each in 2011. Work continues on a federal tax intercept program to be passed by Congress.</p>  |
| <b>EQUIPMENT<br/>MAINTENANCE &amp;<br/>UPGRADES</b> | <p>This includes the maintenance and upkeep of the equipment in 147 ACAP courts and 65 JOLTS sites across the state as well as a centralized data center with AS/400, RS/6000 and Windows servers supporting statewide AJIN, ACAP, APETS, JOLTS, TIP, and the Supreme Court.</p>                       | <p>Implemented two new storage attached network (SAN) environments in support of Statewide e-Filing and continued growth in AOC's SQL database environments.</p> <p>Installed 18 new servers in support of JOLTSaz, as well as Remedy and legacy server replacements.</p> <p>Replaced DNS and Domain Controller servers in support of internal infrastructure.</p> <p>Expanded use of clustering technology in Windows environments to support ROAM, CDR, and Remedy applications.</p> <p>Added 3 large-capacity servers to VM environment, enhancing its capacity by over 300%.</p> |

### AJIN ENHANCEMENTS

Implement router-based software to maintain a database of previously scene traffic, provide compression, and aggregate multiple video streams into a single link at remote sites, thereby greatly accelerating network transport speed.

Upgraded 97 court/annex locations from Frame Relay technology to a minimum T1 MPLS connection, increasing bandwidth and reducing latency.

Installed UPS in every court/annex location to alleviate possible data corruption on WAAS devices during Monsoon season.

Upgraded old radio technology across the state to support PPP links. Installed a backup microwave link to DES for CDR and data replication redundancy. Installed wireless access in JEC and Tucson locations.

Redesigned Statewide network architecture. Installed new QMOE host/technology to support large, single-point, county court systems and increased overall AJIN network bandwidth by 45%.

Upgraded Internet from 40 to 60 mbps to support AJIN/VPN, disconnected scanning, and e-filing.

Replaced all Internet firewalls with latest technology to enable higher throughput and additional connections.

### SECURITY AND DISASTER RECOVERY

This twofold project will:  
Provide for statewide automation and network security,  
Develop disaster recovery strategies and acquire resources to implement them.

Assumed responsibility for managing and maintaining State Courts Building security.  
Provided additional building security for FCRB in Tucson.

### INFRASTRUCTURE MAINTENANCE

This support activity encompasses the many projects required to support the shared judicial branch infrastructure.

Continued multi-year project to upgrade all SQL database environments to SQL 2008.  
Upgraded IBM MQ messaging architecture to V7.0 to support continued ESB growth.  
Implemented IBM MQ IPT (Internet Pass Through) in support of Internet messaging for e-filing.  
Implemented password aging for all AOC computer system users.  
Enhanced proactive monitoring and troubleshooting for system and application problems using a new monitoring tool. Areas enhanced include JOLTSaz, ROAM, CDR, AZTurboCourt, and OnBase.

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|  |  | <p>Supported rollouts of various systems and applications:</p> <ul style="list-style-type: none"> <li>• 2 major releases of AJACS.</li> <li>• Centra 7.7 release for JEC.</li> <li>• SWID application for juvenile probation.</li> </ul>   |
| <b>AUTOMATION TRAINING</b>                     | <p>This program includes all activity to provide training in statewide automation software and related business processes. It includes face-to-face training, developing Computer-Based Training (CBT) and conducting interactive distance learning sessions.</p>  | <p>The program for funding a field trainer in each county court system received continued funding. Most counties have a field trainer, which improves the volume and frequency of local training on AZTEC and AJACS.</p>   |
| <b>JUVENILE ONLINE TRACKING SYSTEM (JOLTS)</b> | <p>The Juvenile Online Tracking System (JOLTS) is used by all juvenile probation, detention and court staff. Centralized support is provided to 13 counties; Pima and Maricopa participate in enhancement projects and provide electronic data to the youth index and statistical database. JOLTS will be decommissioned once the rollout and implementation of JOLTSaz is complete, due to reliance on COBOL and AS/400 platform.</p>   | <p>Support staff at AOC resolved problems and responded to questions and inquiries via Remedy tickets. Staff created new and modified existing reports using SQL Server Reporting Services (SSRS). Duties include support for statewide year-end reporting and the data warehouse full load extracts for JJSD.</p> |
| <b>ARIZONA YOUTH ASSESSMENT SYSTEM (AZYAS)</b> | <p>An audit conducted by the Arizona Office of the Auditor General revealed needs assessment functionality used inconsistently and infrequently by Probation Officers across the state. The Arizona Youth Assessment System (AZYAS) is a web-based application that provides case management, assessment, and data tracking tools. Needs assessments and case plans can be completed and updated by probation officers and supervisors for all assigned juveniles. The system generates notifications and reports to assist with caseload management and compliance tracking. In addition, AZYAS stores accessible</p> | <p>AZYAS was purchased from the University of Cincinnati and is currently being customized for the State of Arizona. Implementation is scheduled for Pima County as part of the rollout of JOLTSaz. Maricopa and the rural counties will implement separately, prior to the rollout of JOLTSaz.</p>                |

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|   | information on juveniles, previously completed assessments along with case plans, treatment providers, and user information.  |   |
| <b>JOLTSaz</b>  | JOLTSaz will be a full juvenile tracking system, including both delinquency and dependency, for Pima and the 13 rural counties. It is being written with newer technology using VB.net, a single, centralized SQL database statewide and hosting a 3-tier open architecture design that best suits the organization's future needs.   | <p>Phase 1 of JOLTSaz focuses on providing current functionality that exists in Legacy JOLTS today and lays the foundation for building new interfaces and the exchange of data with other external entities. It acts as a step towards more efficiency in obtaining statewide data and places the new system in a key position to play a major role in sharing information.</p> <p>Phase 1 is currently in the final stages of development/testing and should be ready for deployment to Pima, the pilot county, in the first quarter of 2012.</p> |
| <b>JUVENILE PROBATION STATEWIDE IDENTIFIER (SWID)</b> | No common standard method exists to uniquely identify juveniles in a timely and reliable fashion at the state level, meaning the same juvenile may have active case histories in multiple counties under different identifiers. A unique statewide identifier (SWID) for each juvenile in the state will promote accountability for juveniles and increase public safety. Faster identification of existing juveniles in JOLTSaz database will minimize duplicate work and improve productivity. SWID provides the necessary statewide view of juvenile history as well as a single integration point for outside agencies and external interfaces to the JOLTSaz system. | <p>The SWID project was successfully implemented using the Legacy JOLTS systems in Pima and the rural counties. Development of the SWID interface to JOLTSaz is scheduled to be finished in time for the initial rollout of JOLTSaz in Pima County.</p> <p>Development and testing the SWID web service, web application, and MQ interface with the iCIS system in Maricopa County got underway and is scheduled for completion in the fourth quarter, 2011.</p>  |

### ADULT PROBATION ENTERPRISE TRACKING SYSTEM (APETS)

Probation departments across the state cooperated to develop APETS to track adult probation cases. APETS has a single database structure so departments can send probationers electronically for inter-county supervision. The project started as a consortium between Maricopa County, Pima County, and the AOC.

The APETS team completed the Winter 2011 Build that provided a new version of the adult substance use survey, designed a means to track various warrants that may or may not be associated with a petition, created a screen to historically view client contact compliance by supervision period, and introduced the ability to view probationer compliance with statewide and/or county policy. This build made significant modifications to the drug court tracking and petitions screens, and the functionality by which unsupervised conditions are recommended, ordered, and tracked.

The team also introduced a comprehensive set of performance measure reports and completed a proof in concept of the software upgrade project that will bring APETS onto a vendor-supported environment and a SQL Server database.

In addition, staff continues to support and maintain the APETS production system.

### PROBATION/CMS INTEGRATION (AJACS)

Streamline productivity through real-time data sharing via a common interface platform between applications. The goal is to reduce redundant data entry, paperwork, and timing delays, thus improving data integrity and consistency across applications.

CMS Integration with AJACS is aligned with JOLTSaz and will be rolled out for Juvenile Probation Departments at the same time as other JOLTSaz functionality.

CMS Integration for Adult Probation Services is a separate timeline and can start once testing of the interface between AJACS and APETS is complete.

### ENTERPRISE ARCHITECTURE

This project focuses on developing enterprise wide software, methods, standards, guidelines, and expertise for the development, support and maintenance of technology solutions.

Continued training and mentoring in technology areas. Performed periodic enterprise application development and code reviews to confirm adherence to standards.

Incorporated ROAM (Random Online Access Method) as a component to the Enterprise Service Bus (ESB) to retrieve data from diverse CMSs and do so in a timelier manner. It also enables federated searches across diverse CMSs. Provided architectural guidance and oversight for statewide initiatives.

Continued review and design of development guidelines for ancillary and "bolt-on" modules

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|   |  | <p>for the AJACS GJ CMS application.</p> <p>Continued development, maintenance, and support of the enterprise architecture standards for JOLTSaz.</p> <p>Continued to invest substantial time with vendor in development and defect management activities for AJACS. Continued support of development for LJ CMS with vendor, as well.</p> <p>Continued support for AGILE development/SCRUM processes within ITD.</p> <p>Continued support for e-filing projects as well as probation automation integration with the AJACS CMS.</p> <p>Began utilizing ROAM to build a central case index (CCI) for use in the e-filing application.</p> <p>Assisted with upgrading county OnBase systems and implementing new tool to facilitate electronic submission of AJACS documents to OnBase replacing the “print and scan” method.</p> <p>Standardized on SQL Server Reporting Services (SSRS) as the reporting technology for enterprise applications moving forward.</p> <p>Explored use of automated testing tools for enterprise application quality assurance.</p> <p>Implemented the AppLife Update product to ease the deployment of Windows applications throughout the AJIN network.</p> <p>Improved release management practices for AJACS versions and service releases by implementing better internal processes that coordinated testing efforts among AmCad, the Courts and the AOC.</p> |
| <b>INTEGRATION:<br/>DISPOSITION<br/>REPORTING</b> | <p>As part of the statewide, cooperative and long-term project to support and participate in automated integration projects; this project addresses the automated transfer of criminal case dispositions to the Arizona Department of Public Safety’s criminal history repository.</p> | <p>Started testing on DPS’s rewritten ADRS application. Hired two trainers in preparation for deployment to AJACS GJ courts and their associated prosecutors.</p>  |



**AUTOMATION TRAINING  
AND DESKTOP  
SUPPORT**

This includes the many activities required to support existing applications and desktops statewide. It includes training, help desk, and field support staff activities and projects.

Remote computer access via Altiris continued to be performed on an as-needed basis during problem troubleshooting. Remote computer access via Altiris remains the standard process for performing on-going, routine training of customers as reported issues are being resolved. Support Center continues its significant improvement in overall resolution timeframes due to continued use of Altiris Remote Control functionality and use of Microsoft Remote Assistance Software. Software deployment for updated versions of supported applications also continued on a routine and project-coordinated basis.

Continued to train all Support Services staff in new application versions.



### INTERNET PUBLIC INTERACTIVE SERVICE

The Public Access to Court Case Information is an Internet site for the public to look up case information from 153 Arizona courts. It includes most criminal, civil, and traffic cases.

The Supreme Court's newly redesigned web site had 6,765,295 page views\* generated by 2,086,975 visits during the fiscal year. This is a 51% increase in activity since the redesign went into production. The Public Access website also showed significant growth -- a 32% increase in new visits.

In FY11, public access statistics are:

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| PAGE VIEWS                | 52,283,080 |
| VISITORS                  | 4,107,431  |
| AVERAGE VISITORS PER HOUR | 700        |

For the past 12 months, the AJB website apart from public access has also shown a significant increase in activity. Statistics for the AJB Web site are:

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| PAGE VIEWS*                            | 6,807,664 |
| VISITS                                 | 2,098,708 |
| AVERAGE VISITORS PER HOUR (BOTH SITES) | 357       |

The two most popular areas on the web-site are Defensive Driving and the Child Support Calculator.

Following the redesign last year, changes and enhancements such as e-filing were made.

\*Page Views are the new standard for measuring web activity. One Page View will generate approximately 10 hits.

### STATEWIDE AUTOMATION TRAINING

Provide training statewide for automation projects supported by the Supreme Court.

Twenty-seven AZTEC classes were held, 19 new training documents were developed, and 50 existing documents were updated or modified.

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| <b>APPELLATE COURT<br/>AUTOMATION</b>  | Appellamtion is the state standard appellate case, calendaring, and financial management system, designed to replace three separate and incompatible systems previously used. The Supreme Court and the Court of Appeals Division One use Appellamtion. | Implemented Appellamtion 5.4 which provided e-Agenda improvements, expanded e-mail notifications, supported clerk review improvements, automated appellate CourTools reporting, and enabled electronic document export functions.<br><br>Implemented AZTurboCourt e-filing for all case types in the Supreme Court and the Court of Appeals, Division One. |
| <b>CERTIFICATION &amp;<br/>LICENSING</b>   | CLD Online is an Internet application created for the AOC's Certification & Licensing Division. It works in conjunction with CLD business applications to process certification renewals and fee payments via the Internet                              | Performed annual maintenance to online renewal application for Licensed Document Preparers.<br><br>Processed 419 online renewals and collected \$226,200 in renewal fees.  |
| <b>CERTIFICATION &amp;<br/>LICENSING</b>   | Defensive Driving Tracking System   | Continued development efforts for replacement of the legacy Defensive Driving Tracking System. The new system will provide the data elements to automate diversion fee receipting in court case management systems.  |
| <b>CERTIFICATION &amp;<br/>LICENSING</b>   | Attorney Admissions Application   | Configured and implemented online applications for Bar Examination requests and Character and Fitness requests.  |
| <b>SUPREME COURT<br/>OFFICE AUTOMATION</b>   | This project includes ongoing support of the Supreme Court's and AOC's desktop.   | Automation trainer position remains frozen and unfilled. Human Resources handled all new employee orientations held during the year.<br><br>Several other training sessions were held using AOC staff as well as outside vendors.  |
| <b>VARIOUS AOC<br/>INTERNAL<br/>ACCOUNTING, FINANCE<br/>AND PAYROLL<br/>APPLICATIONS</b> | The AOC maintains budget, accounting, and personnel records for the AOC and the Supreme Court.  | Planned and scheduled installation of an updated version of software and database for New World's logos.net financial management system used by AOC Finance.   |

### AOC PROJECT MANAGEMENT OFFICE

The Project Management Office (PMO) provides best practices and oversees project-related processes with a goal of delivering automation improvements within scope, on time, and on budget.

Provided project management oversight and project planning assistance for all projects in current portfolio.

Continued project 'circle' forums for on-going project management and team resource training. Provided additional oversight and processes for high profile, enterprise projects. Initiated monthly, all-day planning meeting to better coordinate project resources.

### NEW CASE MANAGEMENT SYSTEMS

Develop and implement new case management systems (CMSs) that replace AZTEC for general jurisdiction (GJ) and limited jurisdiction (LJ) courts.

Worked with vendor to develop new LJ AJACS, based on initial requirements documented during AZTEC-replacement gap analysis.

Continued identifying and documenting comprehensive and detailed business requirements to submit to the vendor for technical design and development in AJACS.

Identified and documented potential data conversion strategies, taking into account lessons learned from superior court implementations.

Created and received approval for a case taxonomy, then populated tables accordingly. Began setup of all system configurations, parameters, and AVT information.

Collaborated on gap analysis with representatives from large volume LJ courts to identify specific system functionality required by non-AZTEC courts in the state.

Defined a high-level training and implementation plan for the statewide rollout.

Created a forms standardization focus group to design and build a set of standardized forms within AJACS for LJ court use.

Created set of baseline (mission critical) test scripts for AJACS and coordinated the running of the test scripts by resources in and outside of the AJACS project for both AJACS 3.4 and 3.5 releases.

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|                 |   | <p>Coordinated user acceptance testing with AJACS GJ Court community and maintained an ongoing testing effort for 3.4 and 3.5 AJACS releases.</p> <p>Successfully coordinated testing efforts with the FARE team established a baseline set of test scripts for the AJACS/FARE interface.</p> <p>Added several regression test scripts to the AJACS suite scripts.</p>  |
| <b>EDMS</b>     | <p>Electronic Document Management includes the processes and environment where documents are created, stored, managed, located, retrieved, and viewed electronically. Electronic documents and records replace traditional media (paper). Electronic documents are and will be used in the day-to-day business of the court, by court staff, other justice-related agencies and the public.</p> | <p>Defined process, roles, responsibilities, and billing model for OnBase disconnected scanning approach. Purchased additional licenses and scanning hardware in preparation for a full, statewide rollout.</p> <p>In support of e-filing, public access, and disaster recovery, continued to construct technical infrastructure for a federated model to enable documents to be transmitted between standalone OnBase systems and central document repository at the AOC.</p> <p>Issued the new, statewide OnBase support contract containing negotiated pricing for courts.</p> <p>Focused on automated management of the document lifecycle on the central document management system at AOC for use by limited jurisdiction courts, billed on a subscription model.</p> <p>Remaining business-critical DocuShare documents continued to be transitioned to OnBase at the AOC using a manual approach.</p> |
| <b>E-APPEAL</b> | <p>Enables courts to extract electronic documents from local OnBase EDMS, create an index of record, and transfer the complete electronic record on appeal package using the e-ROA XML standard. Transmission utilizes MQ Series on the court network, AJIN.</p>  | <p>Extended e-Appeal to the Superior Courts in La Paz county, Yuma county, Mohave county, Apache county, Coconino county, Gila county, and Navajo county.</p> <p>Expanded e-Appeal in Maricopa Superior Court to include all case types.</p>  |

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| <b>JUSTICE WEB INTERFACE (JWI)</b>              | A web portal solution that facilitates the querying of data across multiple source systems to provide users with a single view of information.                        | Fully implemented JWI environment in production. Successfully implemented Pre-trial and Adult Probation Services in 14 Arizona counties, apart from Maricopa.  |
| <b>MVD ELECTRONIC RETURNS</b>                   | Enables courts to retrieve exception reports from Motor Vehicle Division online through an AOC-hosted website, eliminating paper reporting.                           | Provided access to all Arizona courts.   |
| <b>CENTRAL DOCUMENT REPOSITORY (CDR)</b>        | An enterprise-centric repository of court case-related documents collected from independent document management systems throughout the state in a federated approach. | <p>Following the final build of the Document Transfer Module, Central Document Repository is now actively providing a second copy of production documents for two subscribing courts. This functionality allows subscribing courts to be compliant with ACJA Section 1-507, yielding the ability to destroy paper copies of court records written to both the CDR and the local standalone OnBase system..</p> <p>Integrated CDR with the AZTurboCourt program, allowing case filers to retrieve electronic documents.</p> <p>Completed EDMS keyword standardization efforts and communicated approved list to affected courts.</p>  |
| <b>AZTURBOCOURT STATEWIDE ELECTRONIC FILING</b> | A central online portal through which court users create and submit case filings to a growing set of Arizona courts.  | <p>Implemented pilot program of e-filing all case types into the Court of Appeals, Division One, and Supreme Court. This effort included the first use of the Intresys clerk review software.</p> <p>Expanded "Pay &amp; Print" functionality to create/print, pay AZTurboCourt application fee, and submit forms to courts over-the-counter for Small Claims, Limited Civil, and Eviction Action application to the Coconino Justice Courts.</p> <p>Began development efforts and testing to move small claims intelligent application from "pay and print" to "full e-filing." Began integration testing of the software.</p> <p>Implemented mandatory e-filing for all law offices filing subsequent civil filings into</p> |

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|  |  | <p>Maricopa Superior Court.</p> <p>Worked to develop the integration needed for case initiation and subsequent filing using the ECF 4.0 platform for XML in general jurisdiction e-filing. Began integration user acceptance testing of e-filing civil initiating case documents into Pima Superior Court.</p> <p>Began requirements gathering and analysis for an alternate payment provider to PayPal.</p> |
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## LOCAL COURT ACCOMPLISHMENTS - CY2010

This is a summary of the accomplishments provided in each county-level IT plan that was updated during this planning cycle. In an effort to reduce workload and impact to court staff in the continuing poor economic climate, rural Superior Court Administrators have been allowed to provide updates every other year. Please refer to the most current individual plans in Appendix D for more detail.

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| <b>COCHISE COURTS</b>  | <ul style="list-style-type: none"> <li>• Developed electronic minute entry web posting system and began e-mailing minute entries to attorneys.</li> <li>• Continued developing court performance measures using error reports and Crystal.</li> <li>• Updated courtroom audio recording software.</li> <li>• Implemented “pay and print” functionality for AZTurboCourt forms in justice courts.</li> <li>• Integrated victim information across justice partners’ computer systems.</li> <li>• Updated computers in Learn Lab of Juvenile Detention Center.</li> <li>• Provided ability for superior court judges to view encrypted data from Adult Probation.</li> </ul> |
| <b>GRAHAM COURTS</b>   | <ul style="list-style-type: none"> <li>• Implemented AJACS at Superior Court in April 2010.</li> <li>• Published court-specific content and court calendar on new county website.</li> <li>• Established videoconferencing for initial appearances in two superior court courtrooms.</li> <li>• Upgraded digital recording software to address Vista compatibility issues.</li> <li>• Continued sharing field trainer with Greenlee County courts.</li> </ul>  |
| <b>GREENLEE COURTS</b> | <ul style="list-style-type: none"> <li>• Implemented AJACS in April 2010</li> <li>• Field trainer supplied local COJET opportunities and attended Phoenix COJET classes via webcast.</li> <li>• Implemented free conference calling service between case parties and the superior court courtroom.</li> <li>• Created emergency plan for superior court staff.</li> <li>• Implemented a public access PC in superior court building.</li> </ul>  |
| <b>LA PAZ COURTS</b>   | <ul style="list-style-type: none"> <li>• Began electronic minute entries and expanded superior court web presence.</li> <li>• Web-enabled clerk’s OnBase document management system.</li> <li>• Standardized electronic forms covering the highest volume activities.</li> <li>• Tested handheld e-Citation devices in Quartzsite.</li> <li>• Updated current telephone system.</li> </ul>   |
| <b>MARICOPA COURTS</b> | <ul style="list-style-type: none"> <li>• Completed Phase I of Superior Court Criminal Tower project.</li> <li>• Provided numerous automated case management enhancements including increased integration between systems; implemented a Web-based application for CASA volunteers.</li> <li>• Continued development/updated of financial management automation for Clerk’s Office.</li> <li>• Initiated eFiling integration with AZTurboCourt, electronic transfer of records on appeal, and eFiling for indigent defense agencies in county.</li> </ul>   |



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|                          | <ul style="list-style-type: none"> <li>• Refreshed various PC operating systems and productivity software packages.</li> <li>• Phoenix devoted numerous resources to case management system replacement effort on behalf of largest volume limited jurisdiction courts.</li> <li>• Numerous limited jurisdiction courts began accepting payments online.</li> <li>• Tempe completed data conversion and implementation of locally developed case management system, then enhanced with Prosecutor module to facilitate data exchange.</li> <li>• Expanded use of virtualization to reduce cost of IT infrastructure and address aging operating systems.</li> <li>• Submitted consolidated IT strategic plan (no small feat).</li> </ul>  |
| <b>MOHAVE<br/>COURTS</b> | <ul style="list-style-type: none"> <li>• Placed over 750 converted PDF forms on expanded superior court self-help website.</li> <li>• Implemented an e-payment system for traffic fines in limited jurisdiction courts.</li> <li>• Installed public access terminals in Kingman, Lake Havasu, and Bullhead courts.</li> <li>• Converted historical microfilm documents to images stored in OnBase.</li> <li>• Installed 10 additional videoconference units throughout the county.</li> <li>• Equipped 11 courtrooms with locally designed audio-visual systems.</li> </ul>   |
| <b>NAVAJO<br/>COURTS</b> | <ul style="list-style-type: none"> <li>• Implemented electronic minute entry generation and distribution.</li> <li>• Implemented Web-based information to provide public information on court services, processes, and forms.</li> <li>• Acquired videoconferencing equipment for additional Superior Court courtroom to conduct remote initial appearances from the jail facility. Increased number of proceedings held remotely.</li> <li>• Performed case cleanup, data conversion, and implemented new AJACES case management system in superior court.</li> <li>• Acquired vendor and began performing credit/debit card processing for all courts.</li> </ul>   |
| <b>PIMA<br/>COURTS</b>   | <ul style="list-style-type: none"> <li>• Relocated Superior Court data center and completed desktop refresh effort (Office 2007).</li> <li>• Implemented Pre-Trial Automated Case Tracking (PACT) system.</li> <li>• Completed standalone E-Documents application in clerk's office and expanded to hearing officers.</li> <li>• Completed development of portions of JOLTSaz; continued integration activities between AGAVE and JOLTSaz.</li> <li>• Adult Probation deployed 12 Netbook computers to enable remote field reporting.</li> <li>• PCCJC completed IVRU implementation and updated web presence, moved hardware to new data center.</li> <li>• Enabled online payment of monthly installments on plan (Tucson City Court).</li> <li>• Focused on increasing collections through automation and online (pre-adjudication) payments in smaller courts.</li> <li>• Some smaller courts began preparing forms for use with AZTurboCourt.</li> <li>• Performed numerous enhancements to court internet and intranet websites.</li> </ul> |

## YUMA COURTS

- Implemented C2C program to transfer records on appeal to Division I.
- Implemented video arraignment link to county detention center from San Luis Muni Court, enabled Web videoconferencing for San Luis Muni and Somerton Muni judges.
- Installed courtroom presentation podium at Yuma Municipal Court.
- Implemented court collections tracking and noticing software package.
- Redesigned Clerk's webpage's and transferred to Yuma County website.
- Expanded the EDMS to include digitized Superior Court microfilm and microfiche documents.